The Job Aid explains how clients can use MI Bridges manage their current Michigan Department of Health and Human Services (MDHHS) case. Partners and MDHHS staff can use the information in this Job Aid to assist clients with using MI Bridges to view benefit information, report changes, renew benefits, and share documents with MDHHS.

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Important Information

With MI Bridges, there are many enhanced features clients can use to manage their case. MDHHS staff and community partners may find it helpful to encourage clients to use these self-service features instead of visiting an MDHHS office to answer questions. If a client has an active case with MDHHS, they are still able to use MI Bridges to report changes, submit redeterminations, view case information, view letters sent from MDHHS, and share documents with MDHHS. This supports MDHHS's goal of providing more self-service tools to increase a client's self-sufficiency and reduce dependency on an MDHHS caseworker to learn case information.

Note: In order to use MI Bridges to manage their MDHHS case, a client must complete the ID proofing process.

View Benefits

Clients with existing cases can view helpful benefit information by program. Clients will be able to find answers to their benefits questions directly in MI Bridges anytime. Clients can view benefit information on their Healthcare Coverage, Food Assistance Program (FAP), Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF), Child Development and Care (CDC), and State Emergency Relief (SER).

Tip: Clients can consent to share their benefit with their Navigator. Navigation partners can access the exact same information as is available to the client.

1. Click **View Benefits** from the navigation bar. *T*he **View Benefits** page displays.
   - Clients can also click **[Menu]**, than *My Benefits* to begin the process.
2. Review the program information available on the **View Benefits** page. Only information about current open programs displays on the page.
   - The exception is Healthcare Coverage. Health Coverage benefits display for the entire month they become inactive.

Tip: Answers to common questions about each benefit program is available if the client is currently receiving that program. Click the question mark icon next to any field to view helpful information describing that field.

3. In the Healthcare Coverage section, click the icon next to the household member's name under to additional information. The **Health Plan** pop-up displays.
   - The Health Plan pop-up displays information such as the client doctor, doctor's phone number, health care plan, and deductible. This pop-up also contains a link to the myHealthPortal.

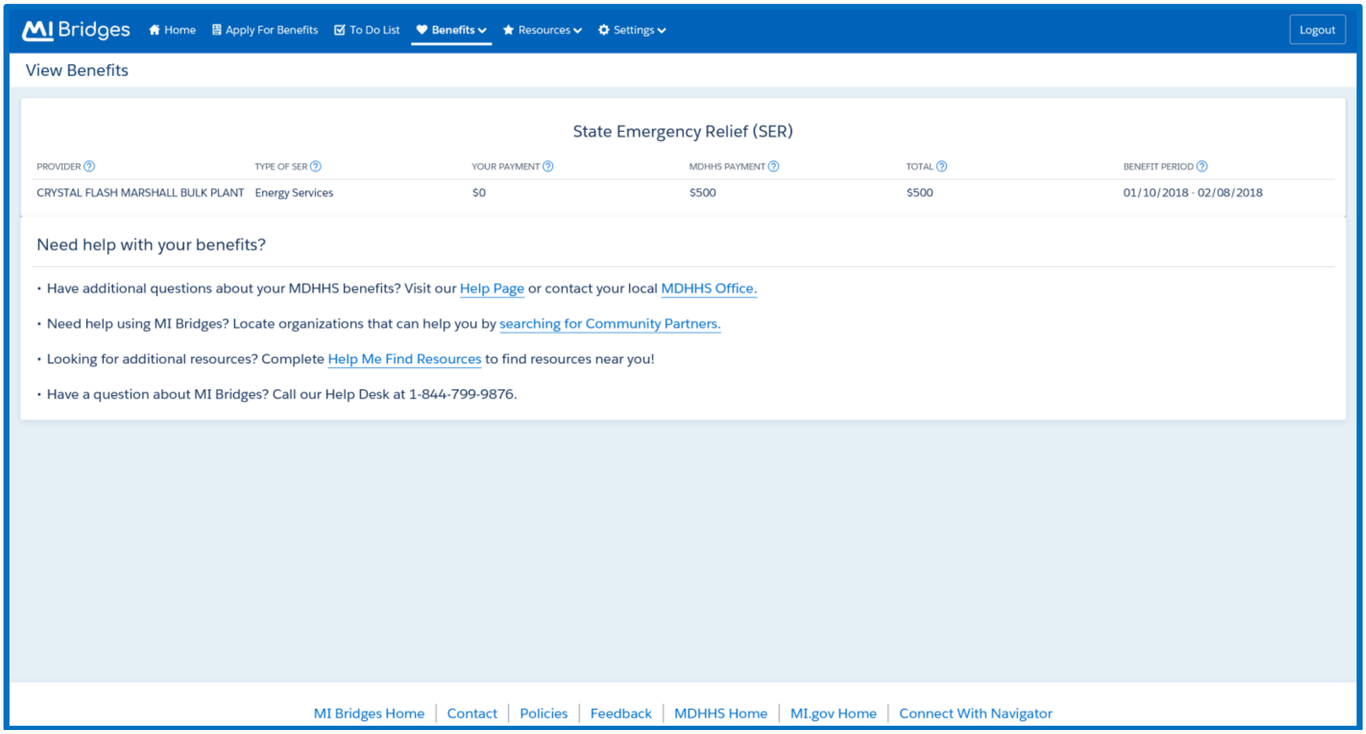
Tip: The myHealthPortal is available to current members enrolled in Medicaid, Healthy Michigan Plan, and Children's Special Health Care Services (CSHCS). *Persons identified as responsible for the care of these members may also utilize these applications.*

Clients can use the myHealthPortal to:

- ✓ Print or order a new copy of the myHealth Card
- ✓ View and update or terminate other insurance
- ✓ View the services that are covered by their plan
- ✓ View Children Special Healthcare Services (CSHCS) qualifying diagnosis and authorized providers
- ✓ View and download immunization records
- ✓ View cost share information

4. Click **[Print]** to print a PDF copy of the benefits, if needed.

Examples of information they can view include renewal dates, benefit amounts, the date benefits will be available on the client's Bridge card, and much more!



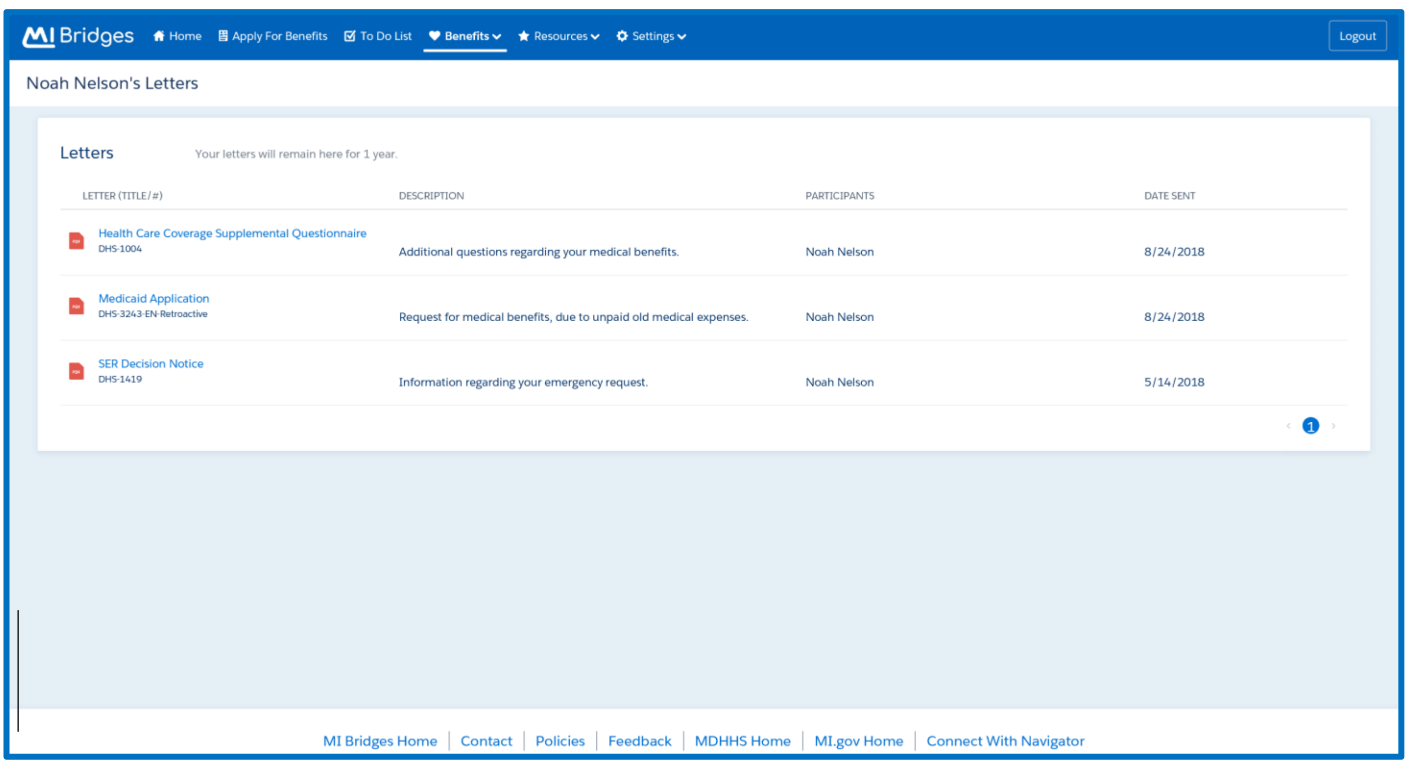
View Letters

Clients can view letters sent from MDHHS for the previous 12 months. If a client requests a copy of a notice, they can easily find and print it from their MI Bridges account.

Letters are available in MI Bridges the evening the caseworker sends the letter to be printed and mailed. Clients can also opt-in to receive text or email notifications when a new letter is available sent from MDHHS and available in MI Bridges. Because letters are available as soon as they are sent to print, clients may be able to view correspondence sent from MDHHS before it arrives in the mail.

Tip: Clients can consent to share their Letters with their Navigator. Navigation partners can access the exact same information as is available to the client.

1. Click **View Benefits** from the navigation bar. *T*he **View Benefits** page displays. Click View Letters at the top of the page. The **View Letters** page displays.
   - Clients can also click **[Menu]**, than *My Benefits* to begin the process.
2. Review the information available on the **View Letters** page. Clients can view letters sent from MDHHS for the previous 12 months.
3. Click to view an exact copy of the letter sent to the client, including any comments recorded by the MDHHS caseworker.



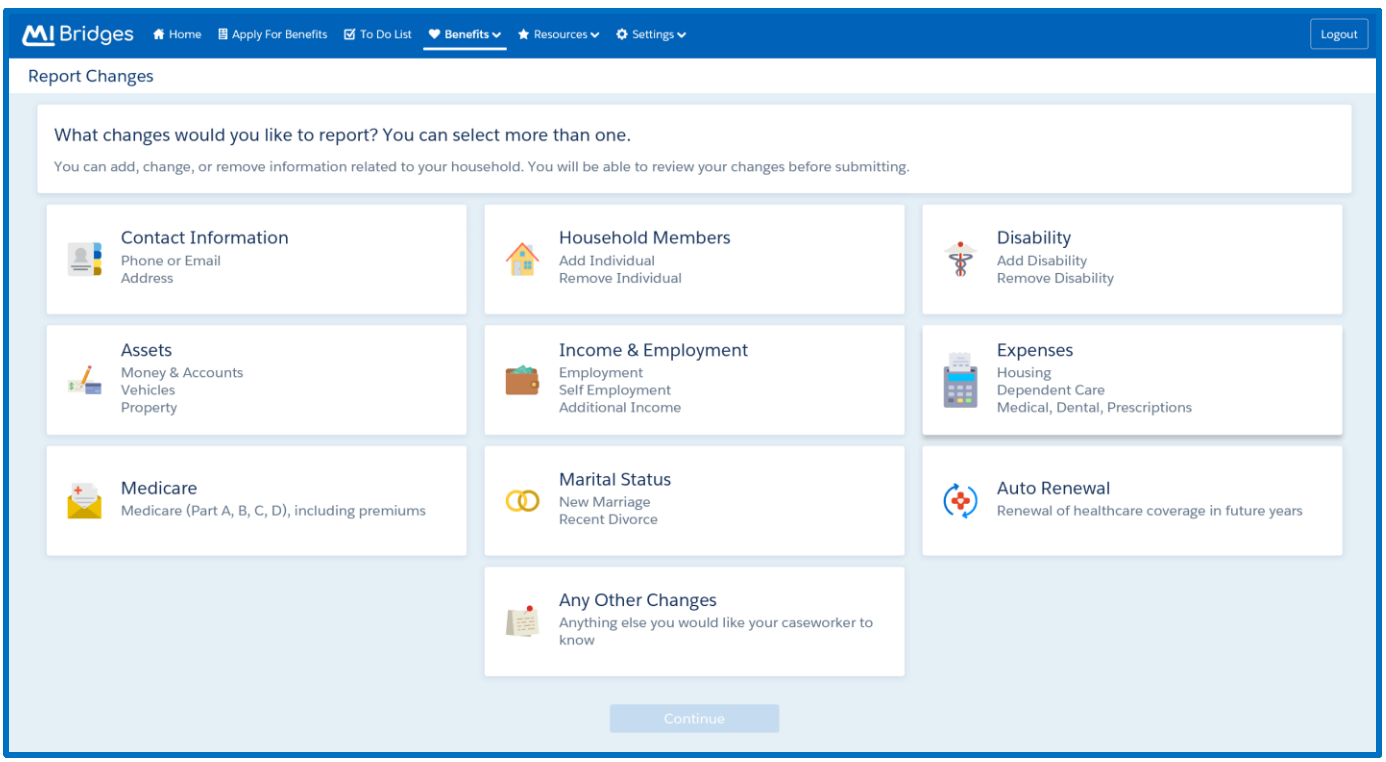
Tip: In the *Description* field, MDHHS has provided plain language descriptions for the 50 most commonly sent letters. If this field is blank, this is not an error, it means there is no text for this document.

Report Changes

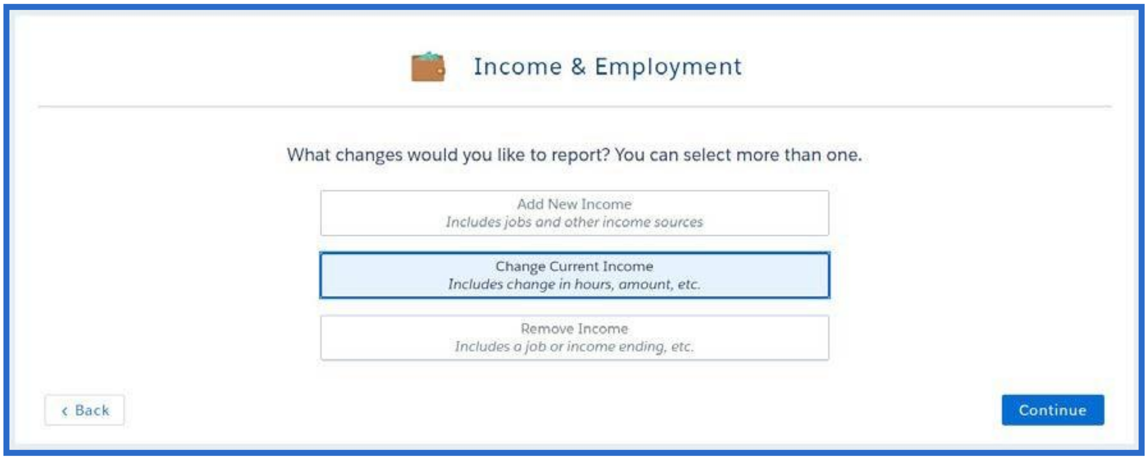
Client can use MI Bridges to report changes to their existing case.

1. Click **Report Changes** from the navigation bar. The **Report Changes** page displays.
    - Clients can also click **[Menu]**, than *Report Changes* to begin the process.
2. Clients are provided with an easy to understand topic selection to choose what changes to Report. Select the categories for the changes to report, then click **[Continue].** The **transition page** for the first topic displays.
    - Clients can select more than one change to report at a time.

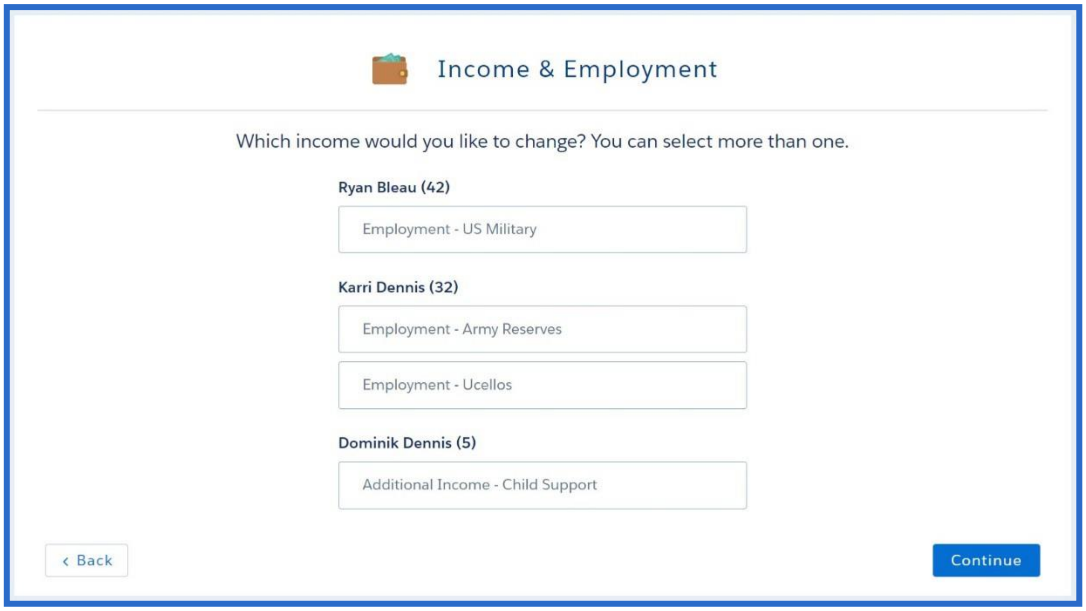
Tip: Examples of common types of changes are listed below each category



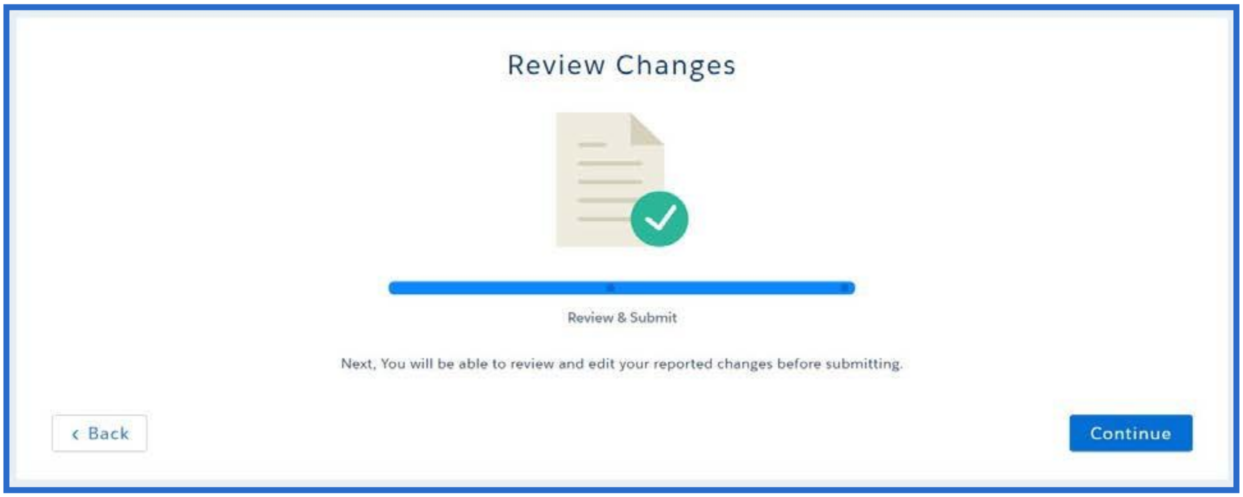
3. Clients only view pages related to the categories they selected. Similar to the Assistance Application, each section begins with a transition page. On this page a progress bar of the changes displays, along with a summary of the types of changes that can be reported in this section. Click **[Continue].** The **What changes would you like to report** page displays.



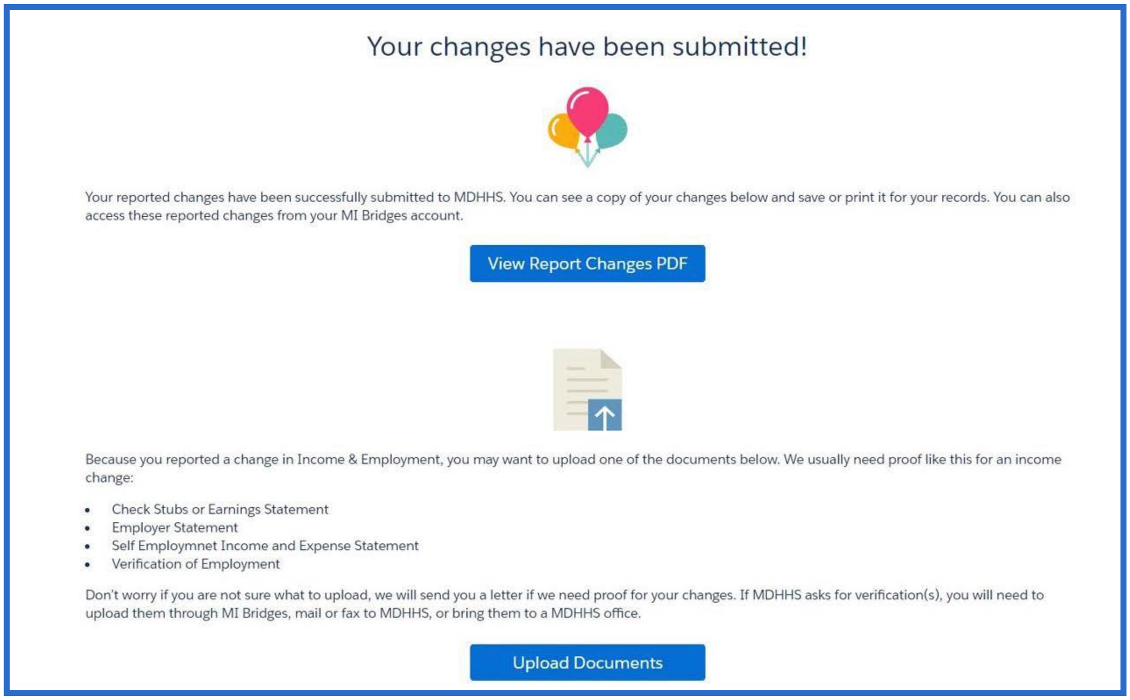
4. Select if you would like to Add new information to the case, change current information on the case, or remove current information on the case. Click **[Continue].** The page that displays varies depending on if the client selected to add, change, or remove information.
5. If a client chooses to…
   - Add new information: A blank details page displays where the client can record new information. The fields on the page will be similar to the type of information requested when applying for benefits.
   - Change current information: A page displays with a summary of current information on the client's MDHHS case. Select the record to change.
   - Remove information: A page displays with a summary of current information on the client's MDHHS case. Select the record to remove.



6. Click **[Continue].** If a client choose to change current information, or remove current case information a page displays with the current record.
7. Add any information to the page to report the change. Click **[Continue].**
8. Continue through each section to report all the changes. After all sections are complete, the **Review Changes** page displays.



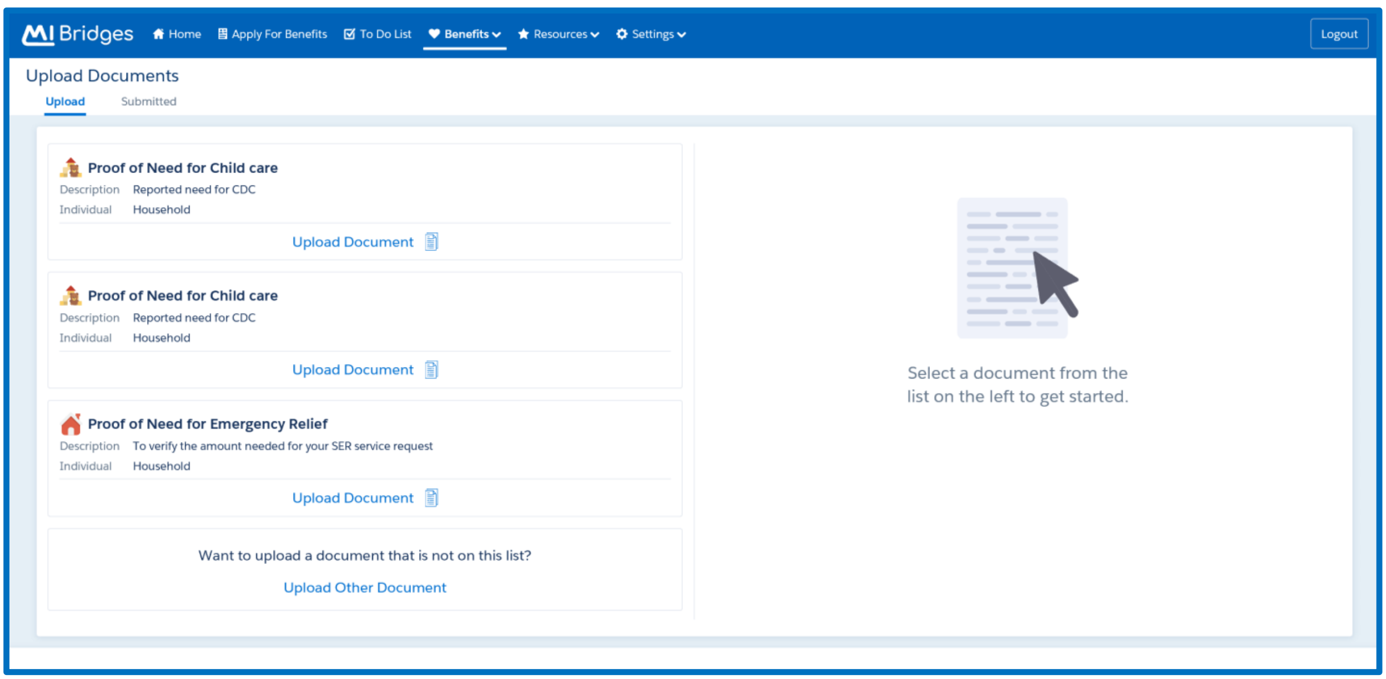
9. Click **[Continue].** The **Review Changes Details** page displays. A summary of the reported changes displays by topic. Clients can select [Edit] to edit any information, or [Remove] to remove an incorrect record.
10. Carefully review the reported changes for accuracy. Click **[Submit].** The Your changes have been submitted page displays. On this page clients can view a PDF of their report changes, or easily navigate to Upload Documents to submit verifications of the change to MDHHS.


Your changes have been submitted!
Your reported changes have been successfully submitted to MDHHS. You can see a copy of your changes below and save or print it for your records. You can also access these reported changes from your MI Bridges account.
View Report Changes PDF
Because you reported a change in Income & Employment, you may want to upload one of the documents below. We usually need proof like this for an income change:
Check Stubs or Earnings Statement
Employer Statement
Self Employmnet Income and Expense Statement
Verification of Employment
Don't worry if you are not sure what to upload, we will send you a letter if we need proof for your changes. If MDHHS asks for verification(s), you will need to upload them through MI Bridges, mail or fax to MDHHS, or bring them to a MDHHS office.
Upload Documents

Upload Documents

Clients can easily access MI Bridges from their mobile device to upload documents and verifications. This means that when MDHHS requests a verification, the customer can take a picture and share it with MDHHS by uploading the picture to their MI Bridges account. When MDHHS sends a verification request to a client, the Upload Documents section in MI Bridges allows the client to share the specific document requested.

1. Click **Upload Documents** under *I want to…* The **Upload Documents** page displays.
   - Clients can also click **[Menu]**, than *Upload Documents* to begin the process.
2. Clients can use this page to share documents with their MDHHS caseworker. If their caseworker has sent the client a list of requested documents (also called a Verification Checklist), these documents display in the Documents Needed section.
   - If as client consents to sharing their benefits with a navigation partner, the partner will be able to view the documents MDHHS has requested from a client.
   - Clients can also upload documents to their case at anytime by clicking [Upload Other Document]. This option is helpful if a client recently submitted an application, redetermination, or change and has not yet received a list of requested documents from their caseworker, but has documents they wish to provide to MDHHS.
3. To upload a document requested from MDHHS, click on the [Document Type]. To upload any document, click **[Upload Other Document].**

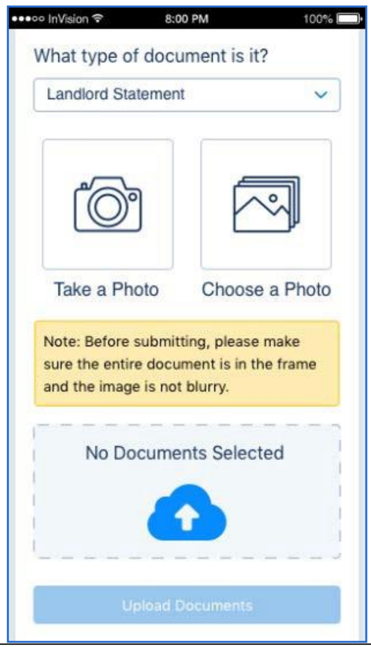


4. Select the document type from **the** *What type of document is it?* drop-down list.

5. Click **[Choose Document]** to choose an existing document. Clients can upload any file that is a png, jpg, jpeg, tif, or pdf file formats. Clients can upload up to 4.5 MB of data at one time.

Tip: If a client is using a mobile phone or tablet with a camera to manage their case, they can use their camera phone to take a picture of the document and upload to their MDHHS case. On a mobile device:

- Clients can click [Choose a Photo], to open their photo library and choose a photo of the document.
- Clients can click [Take a Photo], to open their camera to take a photo of the document.



6. If a client is using Chrome or Edge, a preview of the files display.
    - The preview option is available for png, jpg, jpeg, and tif files. Pdf files are not able to be previewed.

Tip: Clients can removed a document that they have chosen to upload by clicking the red [X] next to the document. Clients can also add another document by clicking the blue + sign.

7. Click **[Upload Documents].** A pop-up window displays which shows the progress of the upload. An *Upload Successful!* message displays when the document is upload. Click **[Okay].** The documents are now available in the View Documents section.

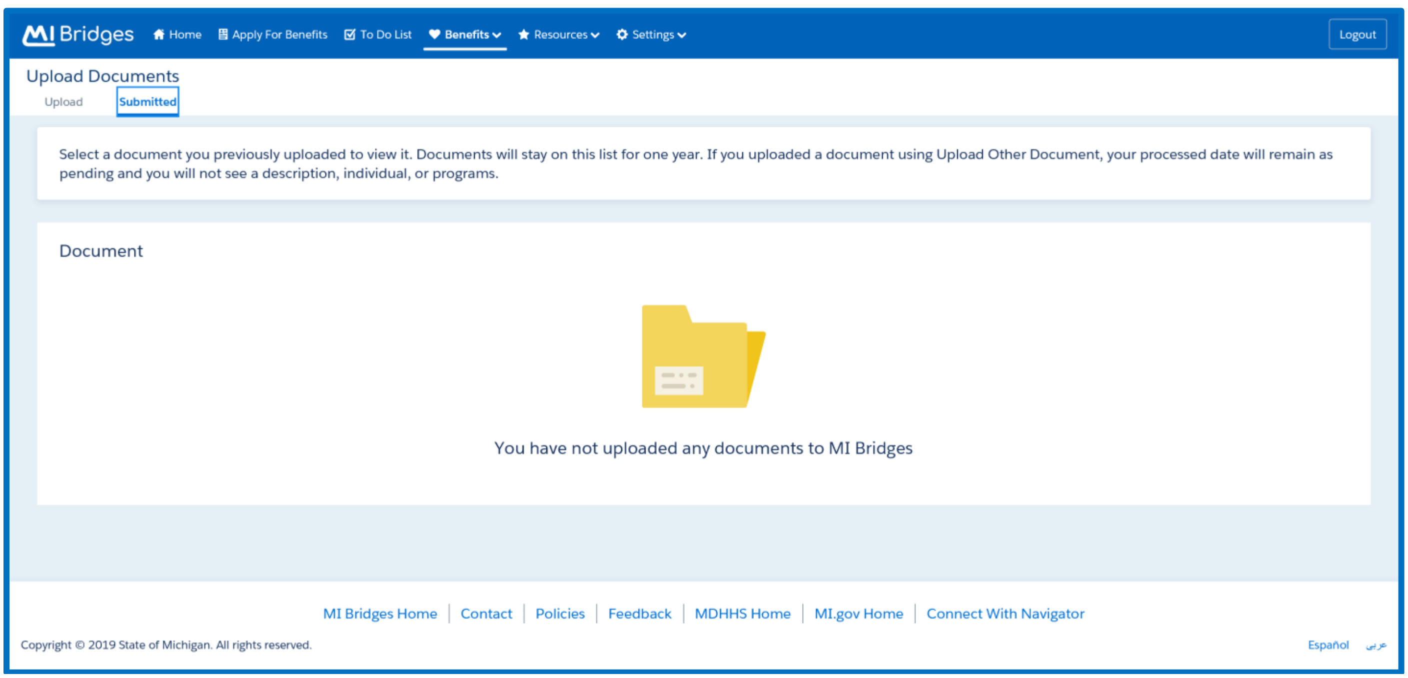
View Documents

Clients can view documents they have previously submitted to MDHHS.

1. Click **Upload Documents** from the navigation bar… The **Upload Documents** page displays. Click View Documents at the top of the page. The **View Documents** page displays.
   - Clients can also click [Menu], than Upload Documents to begin the process
2. Click the **Document Title** to view details about the document. Clients can view documents they have upload during the previous 12 months. Clients can view a short description of the document type, the date it was uploaded, the individual it pertains to, the processed date, and the programs for which that document was requested.

Tip: The Processed Date displays as pending until it is processed by MDHHS. This message will change to a date once an MDHHS caseworker has viewed the document and marked the Verification Checklist as complete in the system they use to process applications/cases. Documents submitted as Other Documents will never show a processed date.

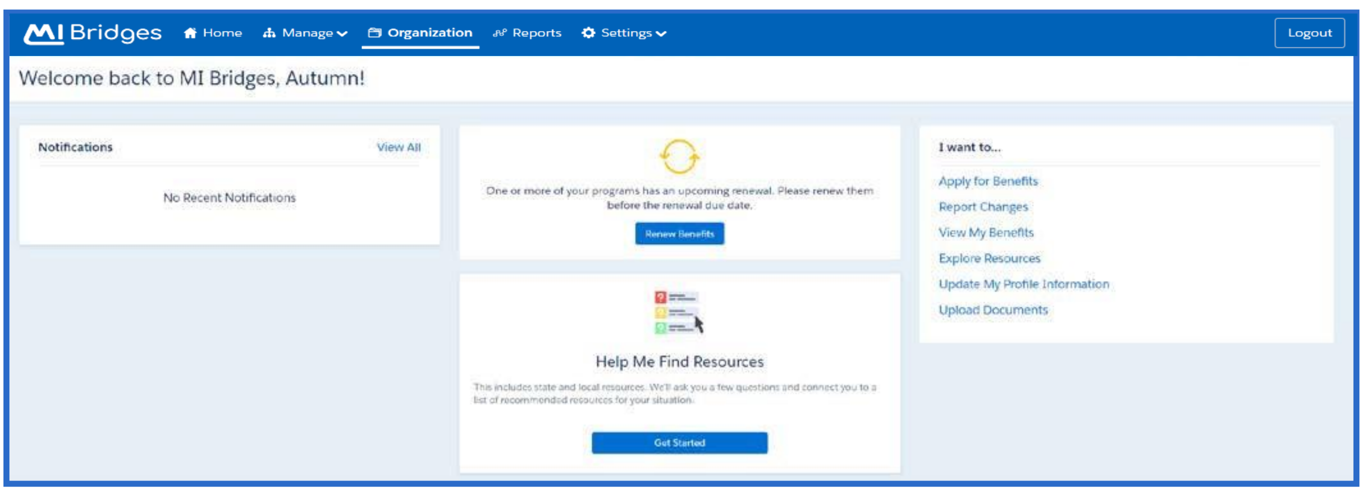
3. Click **[Download Document]** to download that was previously uploaded. This can be helpful if a client no longer has a document and needs to access it.



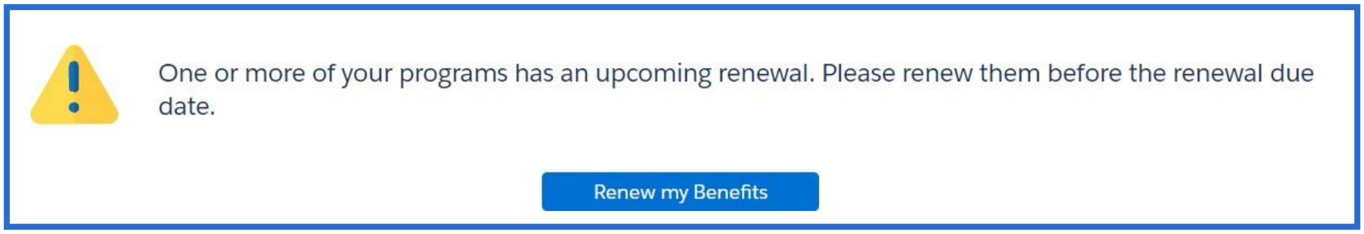
Renew Benefits

Clients can receive notifications when their redeterminations are due and submit their renewals through MI Bridges. If a client consents, their navigator can also view program renewal dates using the View Benefits feature. Clients will also continue to receive redetermination packets via postal mail. Clients can have one *In Progress* Redetermination at a time. A client can stop and return to complete the renewal at a later date. If a client has an *In Progress* renewal and clicks[Renew Benefits], the **Resume Previous Renewal?** pop-up displays. The client can choose to continue the *In Progress* redetermination or start over.

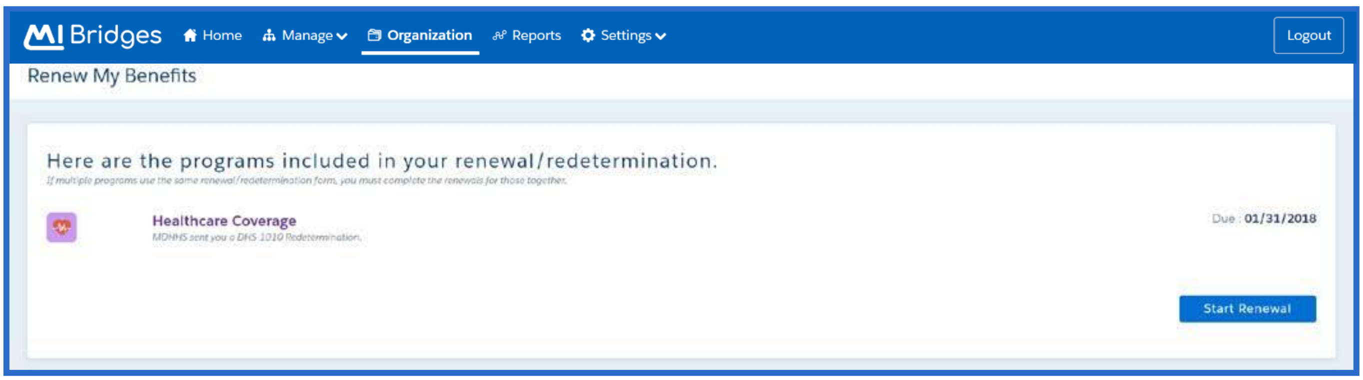
1. After the redetermination packet (e.g. forms 1010, 1046, 2240, and 035) is mailed to the client from MDHHS, **[Renew Benefits]** displays on the client's dashboard. Click **[Renew Benefits].** The **Renew My Benefits** page displays.
    - The Renew Benefits options disappears from the client's dashboard the day after the Redetermination Due Date.
    - The renewal



Note: The below message also displays on the View Benefits page. Click **[Renew my Benefits].** The **Renew My Benefits** page displays.

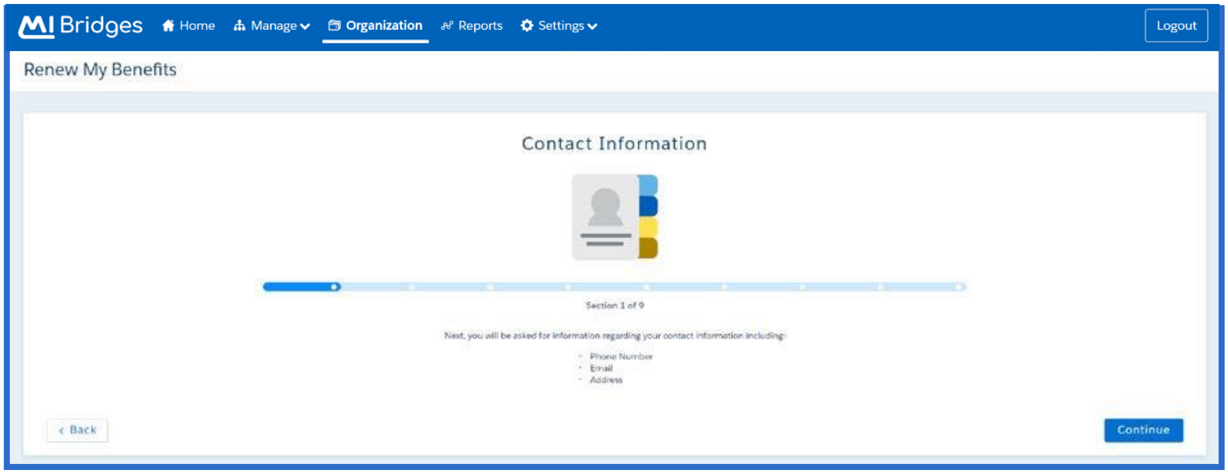


2. On the **Renew My Benefits** page all programs which have a redetermination that could be submitted display on the page. The due date of each program redetermination displays in the *Due* field. Click **[Start Renewal]**. The **Benefits Renewal Overview** page displays.



3. Review the **Benefits Renewal Overview** page for important information about the renewal process. Click **[Continue].** The **Contact Information** page displays.

	Tip: Each time the client selects **[Continue]**, the renewal is saved. As the client advances through the renewal, Saved ✓ displays in the top of the page each time the renewal is saved. If the client chooses to leave and complete the renewal at a later date, they will be able to continue the renewal at the last saved page.

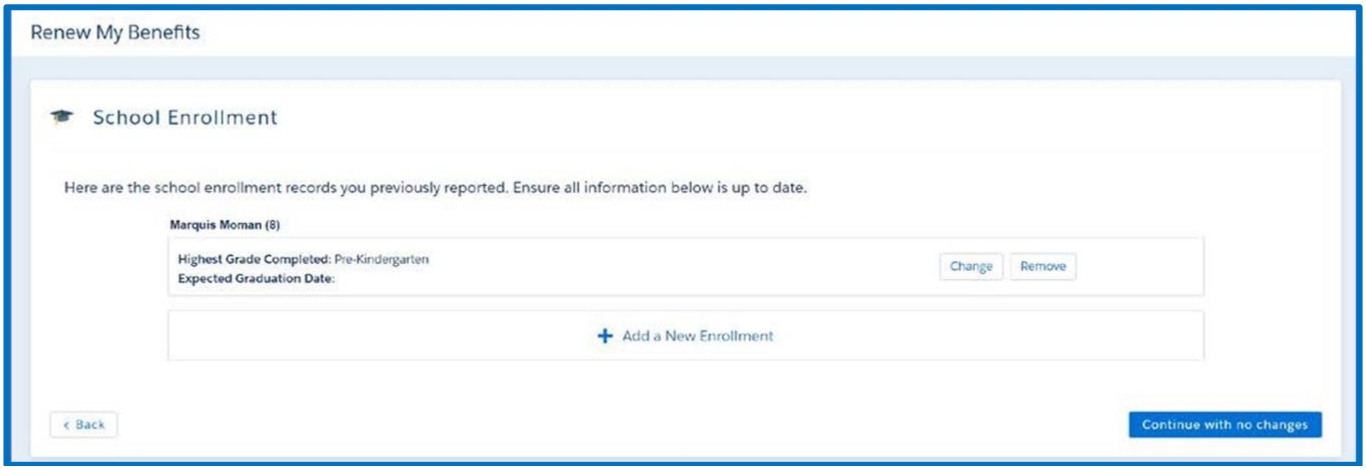


4. Similar to the Assistance Application, each section of the renewal begins with a transition page. Each Redetermination form (1010 vs. 1046 vs. 2240 vs. and 035) has the same amount of sections, even if the client does not have information about that section on their current case.

Tip: The sections in the redetermination for the form 1010 redetermination include:

- Contact Information
- Household Members
- Household Details
- School Enrollment
- Assets
- Income
- Expenses
- Program Details
- Final Details and Submit

5. In each section of the renewal, the client will select if they wish to add, change, or remove information. In some sections (School Enrollment, Assets, Income,), information from the client's current MDHHS case displays. The client will choose to [Change], [Remove], or [+Add New Information] in each section.
    - If a client does not have any information for a topic on their current case, a *We do not have any {topic} on file for your household. Please click "Add a New {topic}"* if needed message displays.
6. The client can also select **[Continue with no changes]** to report that no changes have been made.

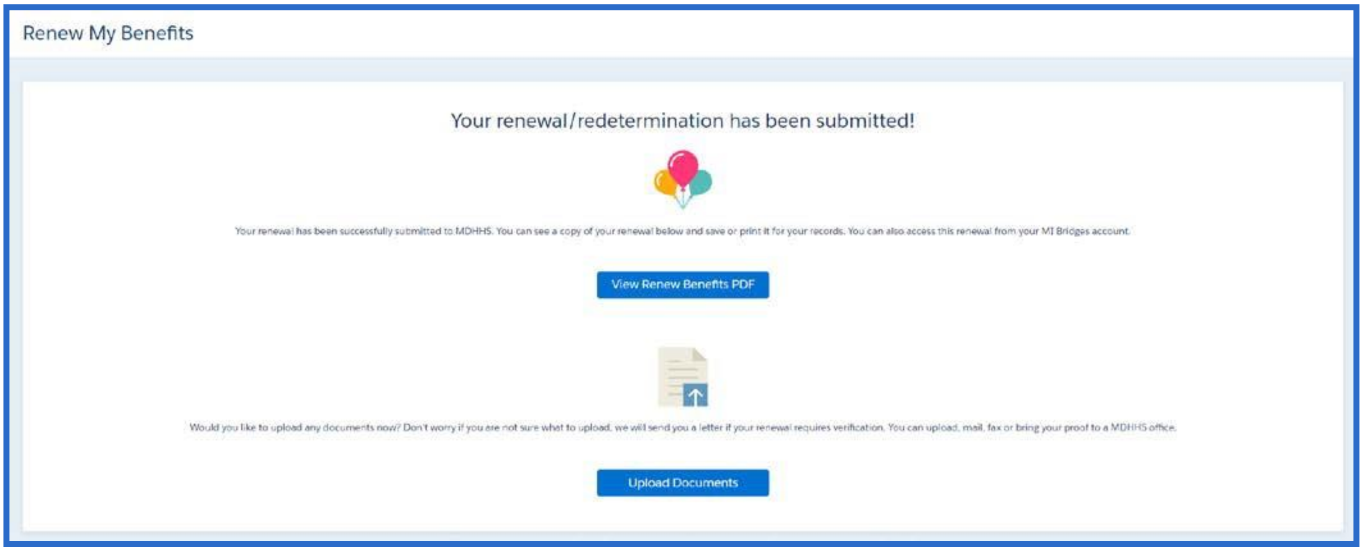


7. If a client chooses to change current information on the case, on the detail page where information displays, some information will prefill and cannot be edited. This is because it would change the core information about the record.

8. Click **[Continue] to** navigate through the Renewal topics, editing, adding or removing information as needed until the **Final Details** page displays.

9. Click **[Continue].** The **Your Signature** page displays.

10. The client will sign the renewal, and click [Submit]. The **Renew My Benefits Submitted** page displays.

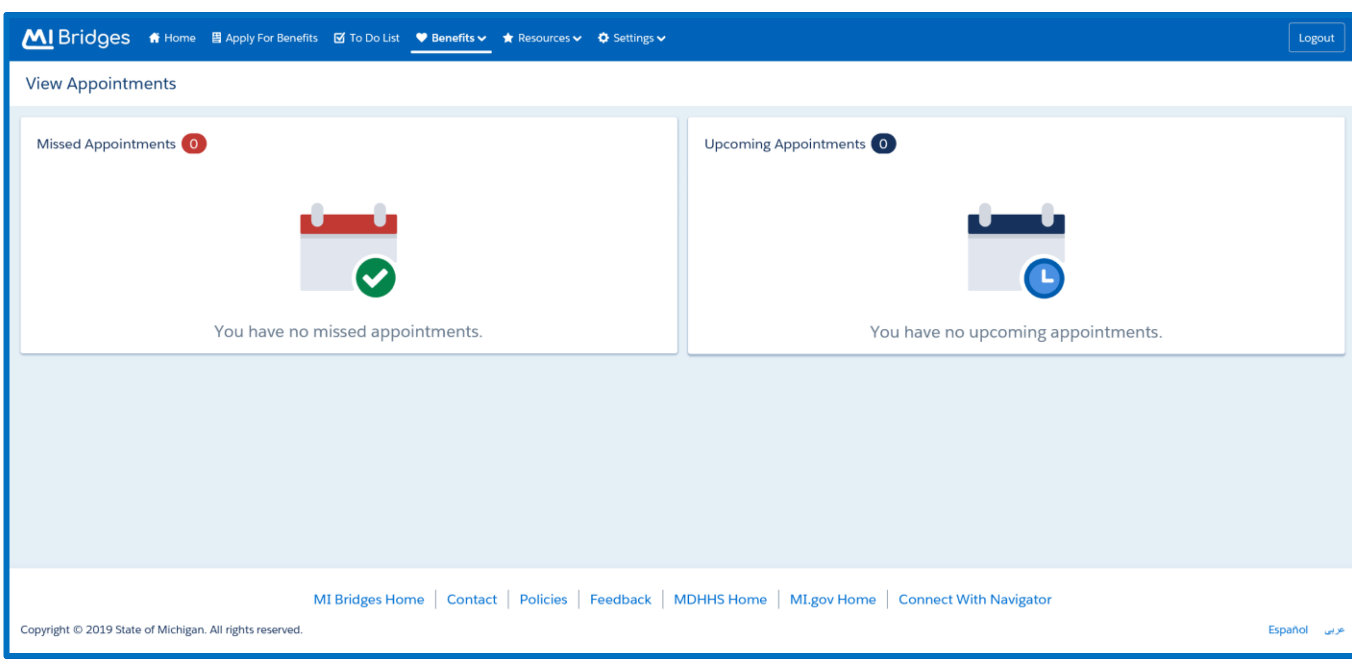


11. Client can click **[View Renew Benefits]** PDF to view a PDF of their redetermination. A client can also navigate to **[Upload Documents]** to upload any verifications to support their renewal information.

Appointments

Clients can schedule appointments with their caseworker in MI Bridges. On the appointments page clients can see upcoming appointments as well as any missed appointments. The appointments feature will allow clients and community partners to better manage their meetings when discussing benefits.

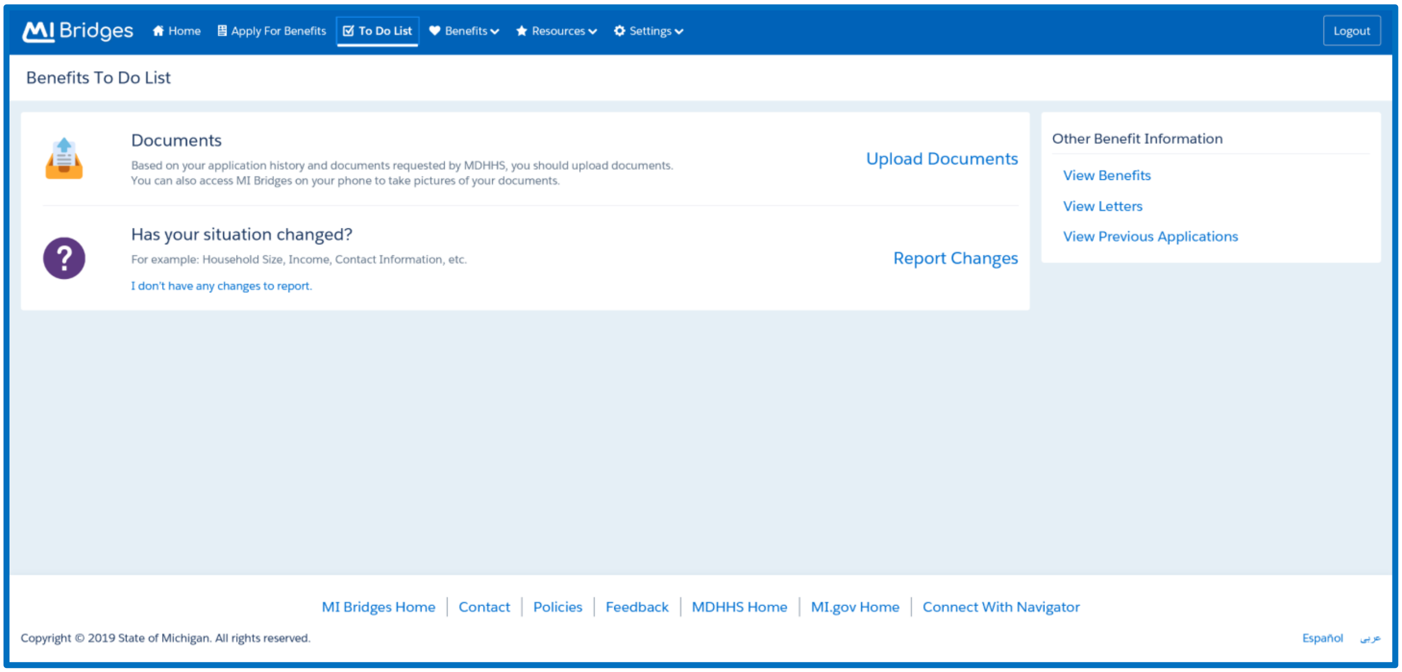
1. Click **[View Appointments]** from the navigation bar. The **Appointments** page displays.



Benefits To Do List

Clients can see a To Do list after submitting an application in MI Bridges. To Do list items can be related to uploading documents, benefits renewal, etc. The To Do list feature will allow clients and community partners to better manage client benefits and eligibility.

1. Click **[To Do List]** from the navigation bar. The **To Do List** page displays.



Frequently Asked Questions

Q. Will clients see boxes for all 5 benefits if they have not applied for all of them? A. No, clients will only see information for their benefit programs that are currently active. The exception is for Healthcare benefits, which show the entire month they expire.
Q. What should I do if I am unable to view my client's benefits? A. Clients can choose to share or not share their information with their navigator. Clients can update their preferences at anytime to share or remove sharing with any community partner agency.
Q. My client did not complete ID proofing when creating their account, but now has active benefits and would like to view them. Can they do this? **A.** Yes, clients with active cases can trigger the ID proofing process at anytime by following the below steps: 1. Access their profile and update the 'Personal Identification Type' field with their Social Security Number, Medicaid Beneficiary ID, or Bridges Individual ID. 2. Navigate to their Dashboard. Click [View Benefits]. The *Identity Not Verified* page displays. 3. Click [Verify My Identity]. The ID proofing questions display and the client can proceed with verifying their identity.